Promethean ACTIVboard Troubleshooting Guide

Bulbs & Projectors:

What happened: The image on my board is askew?

1. Try to gently, manually adjust the projector, if: (1) your projected image is slightly off the bottom or top of the board and/or (2) it is off the board to the left or to the right. Sometimes, it's easier to physically adjust the board to align it with the projected image.
2. For the Version 1 boards (Metal pipe boom and orange projector), the support arm can shift slightly from side to side. You can gently reposition (it does not move much) the arm to center the image on the screen.
3. You can also use the remote control (all versions) to adjust the Keystone.
4. Your resolution setting may have changed. To fix it:
   PC: Right click on desktop; Properties; Settings; Resolution: 1024 x 768.
   Mac: Go to System Preferences; Displays; 1280 x 800 60 Hz

NOTE: The projected image may never completely fill the whole board. There is always a gap (small one) on the sides.

Why is my projector overheating?

1. First check the filters. The orange Sanyo/Promethean projectors need both filters cleaned about once a week. The Version 3 (Dark Grey) do not have filters; therefore, this is not a reason for overheating.
2. If the projector filters are clean, and it is still overheating, create a "Tech Help Ticket" on the main page of the district's website. Hearing the fan start and stop and the bulb never illuminating could be an indication of this problem. A technician will have to reset the internal thermal switch.

NOTE: Dirty filters make projectors overheat, damage the projector, reduce the bulb life and void the warranty.

How do I clean projector filter?

After installation, projector maintenance is the responsibility of the school. To limit down-time due to bulb/maintenance issues, it is important to clean your filters regularly. The following is a collection of resources to help you clean your projector filters.

- **Sanyo/Promethean** -It is vital to the life of your projector and bulb that you clean the filters once a week. Here is more information on cleaning your projector filter:

RECOMMENDED OPERATION DURING NORMAL SCHOOL DAY

1. Turn the projector on 5 minutes before the children / students / adults enter the teaching area.
2. Turn the projector off when not using it for a period of time greater than 30 minutes.
3. If you turn the projector off, do not turn it on immediately. You should wait approximately 30 minutes before switching on to avoid shortening the lamp life.
4. Disconnection of the power cord whilst the cooling fans are running will shorten lamp life.

FILTER CLEANING

IF FOLLOWED, THESE INSTRUCTIONS WILL HELP MINIMISE THE NEED FOR OPTICAL CLEANING, REDUCE THE RISK OF COSTLY REPAIRS AND MAXIMISE LAMP LIFE.

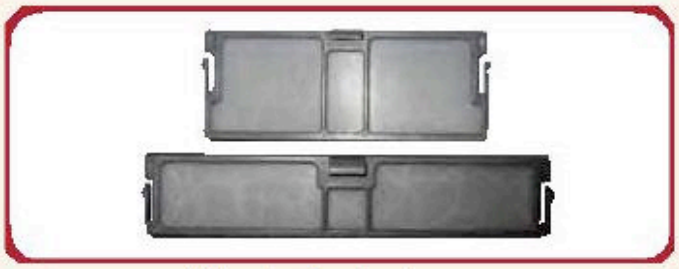
Projectors are not sealed boxes and require large amounts of cooling air to be drawn through the filters. As the filters start to clog, the intake fans will draw air into the projector via the line of least resistance. Therefore if the filters are not kept clean then unfiltered air will be drawn into the projector housing through joints and holes in the casing.

It is advisable to remove any dirt deposit from the 'upper' surface of the projector before commencing filter cleaning if it is not part of the general classroom housekeeping.

1. For at least the first fortnight of regular use, clean the projector filters on a weekly basis according to the instructions in the manual supplied with the projector.
2. Each time you clean the projector filters, compare the filter with the examples provided.

filter not due for cleaning

3. If they resemble the image above, then you may decrease the cleaning frequency. From weekly to fortnightly, from fortnightly to 3 weekly, or from 3 weekly to 4 weekly as applicable The latter should be the maximum interval.



filter due for cleaning

4. If the filters resemble the image above, then clean them as soon as possible and continue with the current cleaning cycle. Reliability and performance could be impaired

filter overdue for cleaning

5. If at any time any of the filters have reached a state similar to the image above, then clean them immediately. The projector is definitely not being cleaned often enough and you MUST increase the frequency of cleaning. A blocked filter will affect reliability and performance and possibly damage optical parts including lamps and panels fitted in the projector.

filter blocked

6. If any of the filters are like the image above, clean them immediately and have the projector cleaned internally and checked for damage of the optical parts including lamps and panels fitted in the projector.

These instructions are applicable to all makes and models of LCD projector. The specific references to Sanyo simply reflect the fact that these are the majority of Projectors sold by Promethean.

Why do I only get a blue screen projected on my board?

1. Make sure the VGA cable (in most cases it is blue) is plugged into the computer and the access box on the wall. Mac: Be certain the VGA cable is securely plugged into the dongle that is also securely plugged into the macbook.
2. You may also need to toggle between the monitors to display your desktop image on both the computer screen and the board. To do this, simultaneously press the function (**Fn**) key and F2 (on Methods computers) or the function (**Fn**) key and F8 (on Dell computers). You may have to do this more than once to display your desktop image on both the computer screen and the board. The image should automatically project while using a mac. If not, go to system preferences, displays, detect displays, and check off mirror.

My bulb burnt out, now what? What blub do I need to order for my projector?

1. After installation, projector maintenance is the responsibility of the school. To limit down-time due to bulb/maintenance issues, the school's Library Media Specialist should have a small inventory (2-3 bulbs) of both types of bulbs in case one (even under warranty) might need to be replaced. Contact your Library Media Specialist (LMS). Also, the LMS should have a projector on a cart for temporary use until the problem is solved. (You can still calibrate and use the pen and board as you normally do.)

- **Orange Sanyo Projector (Version 1)** –
  1. It is vital to the life of your projector and bulb that you clean the filters once a week. For more information on cleaning your projector filter, please see the section "*How do I clean my projector filter*."
  2. If you have an orange **Sanyo** projector, your bulb is under warranty for **only 90 days** after installation. If you are having trouble and think your bulb is still under warranty, contact your Library Media Specialist.
  3. If your bulb is out of warranty your LMS will have to order a new one. Model: PCL-XE40

- **Orange Promethean Projector (Version 2)** –
  1. It is vital to the life of your projector and bulb that you clean the filters once a week. For more information on cleaning your projector filter, please see the section "*How do I clean my projector filter*."
  2. If you have an orange **Promethean** projector, your bulb in under warranty for **3,000 hours** or **three years**. If you are having trouble and think your bulb is still under warranty, contact your LMS.
  4. If your bulb is out of warranty your LMS will have to order a new one. Model: PRM 20

- **Dark Grey Promethean Projector (Version 3)** –
  1. There are no filters to clean on this projector.
  2. If you have a grey **Promethean** projector, your bulb in under warranty for **3000 hours** or **3 years**. If you are having trouble and think your bulb is still under warranty, contact your LMS.
  3. If your bulb is out of warranty your LMS will have to order a new one. Model: PRM 25

Pens & Driver:

Why are my pens "freezing?" Why don't my pens work?

1. Remove and replace the nib (pen tip).
2. Make sure the USB cord is plugged in. If your USB cord has a booster (looks like a snake swallowed a mouse), the end of the cord with the booster should be closest to the wall. If you do not have a booster, it does not matter which end plugs into the wall or computer.
3. After you plug in, make sure the activmanager icon (bottom right tray next to time on PCs and top right tray next to time on macs) displays a whiteboard with an orange flame NOT a red **X**. Try all of the USB ports on your computer.
4. As soon as the activmanager has the orange flame and not the **X**, your ActivBoard is ready to become interactive!

- **Still not working?**

1. You may be in need of a driver update. Contact your LMS or Instructional Technology Facilitator (ITF) and ask for assistance. Or, visit Promethean Planet (Click Support, ActivDriver, Select Windows or Mac), and install the latest driver download from Promethean Planet.

2. This process solves the majority of pen issues. If this did not work, your media specialist should complete a help desk ticket.

Why are my pens "spiking?" Why are my pens not working correctly?

1. The pens interact with the software at the speed of the computer. As computers "slow," so does their ability to interpret the information coming from the pen. If this is the problem, this will happen with both pens.

2. If your computer is not showing you signs that it is slowing, but both pens are spiking (or freezing), then check to make sure you have the latest software and driver.

I am not even touching the board with the pen, and it is writing or clicking when I hover the pen over it.

1. Use a different pen and determine if the same thing happens with a different pen.
    - If it only happens with one pen:
        - Remove and replace the nib of the pen.
        - Recalibrate the board.
    - If this happens with more than one pen:
        - Have your LMS complete a help desk ticket.

Sound & Speakers:

I don't have sound coming from my Promethean speakers. What should I do?

1. Make sure necessary cables are properly plugged in, and adjust audio settings:
    - Version 1: (Small Black Speakers)
        - Plug in black cable to headphone jack; make sure amp is on and volume is up.
        - Check laptop's Audio settings by:
            - PC: Right Click on the speaker in the tray (bottom right); Select Adjust Audio Properties; Adjust Volume; Make sure Mute is not selected
            - Mac: Going to System Preferences, Sound, Output, Adjust Volume, Make sure Mute is not selected
    - Version 2: (Large Silver Speakers) Plug in black cable to headphone jack
        - Plug in black cable to headphone jack; make sure amp is on and volume is up.
        - Check laptop's Audio settings by:
            - PC: Right Click on the speaker in the tray (bottom right); Select Adjust Audio Properties; Adjust Volume; Make sure Mute is not selected
            - Mac: Going to System Preferences, Sound, Output, Adjust Volume, Make sure Mute is not selected
    - Version 3: (Speakers integrated into frame of ActivBoard) Sound is fed through USB
        - To adjust the volume, adjust the knob on the dark grey section on the side of the board—NOT on the white box. Leave the volume on the white box all the way down. Make sure the "Power" button under the volume knob is pushed in and green in color. If the power goes out, this may turn red. Simply press it until it turns green again.
        - Check laptop's Audio settings by:
            - PC: Right Click on the speaker in the tray (bottom right); Select Adjust Audio Properties; Adjust Volume; Make sure Mute is not selected
            - Mac: Going to System Preferences, Sound, Output, Under Default Devices, Select the Promethean USB option,6 Adjust Volume, Make sure Mute is not selected.
2. If this does not help, create a Help Desk Ticket describing the issue and the steps you've already taken to try and rectify the problem. Include your name, school, and room number.